

William P. Kenoi
Mayor



Darryl J. Oliveira
Fire Chief

Glen P. I. Honda
Deputy Fire Chief

County of Hawai'i

FIRE DEPARTMENT

25 Aupuni Street • Suite 103 • Hilo, Hawai'i 96720
(808) 981-8394 • Fax (808) 981-2037

February 13, 2009

CHIEF'S MEMORANDUM

NO. 2009-017

TO : ALL PERSONNEL

FROM : DARRYL OLIVEIRA, FIRE CHIEF

SUBJECT: PATIENT TRANSFER POLICIES AND PROCEDURES

With the inclusion of service from the Hawaii Life Flight Helicopter (re: #7), our Patient Transfer Policies and Procedures has been revised and is effective immediately. This memorandum shall update Chief's Memorandum No. 008-054.

Please direct any questions on this matter to Battalion Chief Ralph Yawata of our EMS Bureau.

Handwritten signature of Darryl Oliveira in black ink.

DARRYL OLIVEIRA
Fire Chief

DO:lk

Attachment

FEB 15 2009 email/general



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PATIENT TRANSFER POLICIES AND PROCEDURES

DEFINITIONS OF TRANSFERS

Emergent Ambulance Transfer: Life threatening or compromising situations where the patient requires a higher level of care and medically necessary services are not available at the transferring facility.

Non-Emergent or Pre-Scheduled Transfer: Situations that do not meet the criteria of "emergent" in which transport is requested to another facility or return to home. The conditions of the patients that are included in this category are extremely stable or require no immediate medical intervention.

DISPATCHING

1. All requests for patient transfers will be made through American Medical Response Central Dispatch (AMR CD) by calling 1-800-742-5457. AMR CD will obtain all necessary information to complete the transfer including the patient's condition. AMR CD will provide the requesting facility with an estimated time of arrival (ETA) of the nearest available AMR unit.
2. In the event that AMR ambulances cannot respond to a request for an Emergent Ambulance Transfer, AMR CD will inform the requesting facility. If a 9-1-1 ambulance must be used for an emergent inter-facility or emergent transfer to an air transport provider, permission must be obtained from the Regional Base Station Physician (RBSP) and on-duty appropriate Operations Battalion Chief for all emergent transfers out of the catchment district of the sending facility.

Kohala and Honokaa facilities should contact North Hawaii Community Hospital Base Station. Kau Hospital should contact Hilo Medical Center Base Station.

Regional Base Station catchment districts are outlined in Enclosure 1. Permission will be on a physician-to-physician basis.

3. In an effort to maximize the availability of 9-1-1 ambulances for situations involving extended transport times and upon approval of RBSP, a rendezvous of HFD and AMR units will be coordinated through HFD and AMR CD. Rendezvous points are outlined in Enclosure 2.



PATIENT TRANSFER
POLICIES AND PROCEDURES

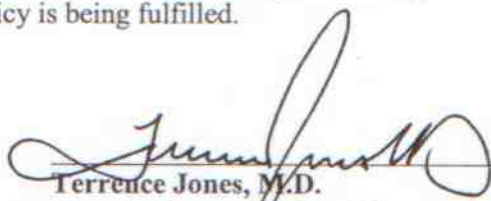
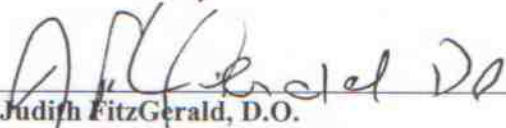
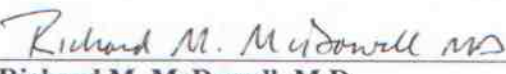
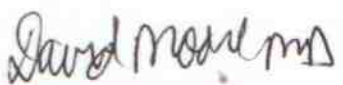
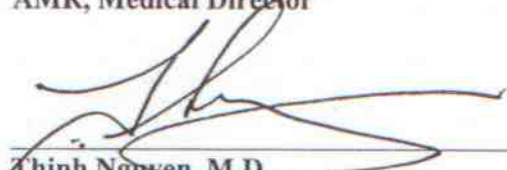
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4. The Medical Community shall take all appropriate measures to not impact the 9-1-1 system with Non-Emergent Ambulance transport. AMR will respond to a mutually agreed upon response time with the requesting facility. Use of 9-1-1 resources *shall not* be utilized. On rare occasions the need for HFD to transport a Non-Emergent patient will present itself. When it does, AMR CD will coordinate a request to rendezvous with HFD. HFD's decision to participate in the rendezvous of a Non-Emergent category transport will be based on the availability of their resources at the time of the request and ultimately the approval of the RBSP and the on-duty appropriate Operations Battalion Chief.
5. The policy will not change the existing protocol for requesting the authorization for the use of Chopper 2 (Aeromedical Helicopter) to perform patient transfers.
6. The Fire Department will coordinate *out-of-the catchment* district transfers and any *unusual circumstances* through the on-duty appropriate Operations Battalion Chief.
7. Response requirements for the Hawaii Life Flight Helicopter are as follows:
 - For Kohala, Kau, and Honokaa medical facilities: Offsite landing is required. Upon request of the Hawaii Life Flight Communications Center (HLF-CC), a HFD apparatus will secure the appropriate landing zone. Radio Communications will be maintained between the HFD apparatus and the Hawaii Life Flight helicopter. An AMR medic unit will respond to transfer between the hospital and landing zone. In the event that AMR ambulances cannot respond to a request for an Emergent Ambulance refer to Number 2 above. An alternate landing zone (LZ) may be required in the event that use of the common LZ is prohibited by factors such as public use, weather, ground condition, or other hazardous condition.
 - For Hilo Medical Center and Kona Community Hospital, landings will require an AMR medic unit to transfer between the hospital and helipad. In the event that AMR ambulances cannot respond to a request for an Emergent Ambulance refer to Number 2 above. HFD response may be requested by the HLF-CC.
 - Landings at North Hawaii Community Hospital helipad may require HFD and/or AMR. Response will be requested by the HLF-CC.
 - For all landings: Hawaii Life Flight will attempt radio communications with the hospital facility via MEDICOM.
 - For all landings involving either AMR or HFD, radio communications between the responding unit and the Hawaii Life Flight helicopter will be maintained.

QUALITY IMPROVEMENT

A QI committee headed by the State of Hawaii, Hawaii County Medical Control Officer will meet quarterly to evaluate the effectiveness of this transfer policy. The committee will be represented by HFD Medical Director(s), HFD, AMR, Hawaii Life Flight and concerned Medical Facilities. Officials may also meet as needed to investigate any incidents that may require alterations to this policy. Discharges will be monitored through QI committee of the respective agency to insure that Non-Emergent category patients are not upgraded to Emergent to expedite transport due to non-patient condition issues and that the intent of the policy is being fulfilled.

APPROVED:

 Terrence Jones, M.D. Hawaii County Medical Control Officer	<u>22 Dec 2008</u> Date
 Judith FitzGerald, D.O. Hawaii Fire Department Medical Director	<u>12/24/08</u> Date
 Richard M. McDowell, M.D. Hawaii Fire Department Medical Director	<u>12.22.08</u> Date
 David Moore, M.D. AMR, Medical Director	<u>1/28/09</u> Date
 Thinh Nguyen, M.D. Hawaii Air Ambulance/Hawaii Life Flight, Medical Director	<u>1/21/09</u> Date